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By Meryl Runion, Susan Fenner

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As an office professional, you are the point person for critical day-to-day activities. That means effective communication with your manager and internal and external stakeholders is key to the success of your office and organization.

*Perfect Phrases for Office Professionals* has hundreds of ready-to-use phrases for any situation you're likely to face. From defining your role in the office to promoting interdepartmental communication to getting the credit you deserve, this handy, quick-reference guide provides the most effective language to:

- Establish a quality relationship with your manager
- Clarify and manage assignments
- Get results without formal authority
- Handle customer complaints like a pro

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### **About the Author**

**Meryl Runion, CSP**, is the founder of SpeakStrong, Inc. **Susan Fenner, Ph.D.**, is the manager of Education and Events at the International Association of Administrative Professionals (IAAP).

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